

Effective Discipline in a Changing Workplace

COURSE NUMBER **14025**

For information about this course, contact:
FAA Program Manager: Shepherd Curl
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DESCRIPTION AND LEARNING STRATEGY

This is a learner-centered, workplace-oriented correspondence course for anyone who needs to know current FAA policies regarding conduct and discipline. Topics include a complete description of:

- What constitutes conduct and misconduct
- Discipline and escalating penalties;
- Appeals and grievances
- Informal discipline and grievance resolution
- Discipline and collective bargaining
- Interpersonal tools that can be used to reduce discipline and grievance actions.

The course uses active learning techniques and on-the-job case studies. Learners will use self-reporting, observation, data collection, and critical analysis as self-testing techniques.

Modules in the course include:

- FAA Model of Conduct and Misconduct
- Misconduct and Discipline
- Formal Discipline Process and Procedures
- Grievance and Appeal Procedures
- Using Interpersonal Skills to Resolve Potential Discipline and Grievance Situations
- Special Problems in Conduct and Discipline

OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Apply FAA standards of conduct as expressed by laws, rules, and regulations.
- Identify and apply an appropriate penalty to an incident of employee misconduct.
- Apply the FAA formal discipline process to a situation involving employee misconduct.
- Respond appropriately to formal employee appeal and grievance actions.
- Use interpersonal skills to identify discipline and grievance issues at a facility.
- Apply discipline and grievance processes under conditions imposed by collective bargaining agreements.
- Apply discipline and grievance processes when drug or alcohol abuse is an issue.
- Identify the types of employee records that a supervisor may maintain under conditions created by the Privacy Act of 1974.

CLASS SIZE

Individual, self-paced

LENGTH

48 hours

LOCATION

Employee work site
or home

WHO SHOULD ATTEND

Employees who have a need or desire to improve skills in administering effective discipline

ENROLLMENT

Access the enrollment system at

<https://www.academy.jccbi.gov/ama310c/default.asp>.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Labor Management
Relations

[\(FAA01205\)](#)

Managing Change

[\(FAA01306\)](#)

Systems Thinking

[\(FAA01277\)](#)